

Notes

Desktop CoIN Discussion

Date: June 29, 2006

Time: 9:30 am to 11:00 am

Location: Commonwealth Auditorium, 4th Floor,
Richmond Plaza Building
110 South 7th St.
Richmond, Virginia 23219

Meeting called by:

Service Delivery Management (SDM) Task Force
Vernard Brown, Service Delivery Manager

Attendance (41): Audio Conference (36)

Alexander, Doug; Brown, Vernard; Capps, Ron; Carpenter, Rod;
Carter, Chad; Deatrick, Larry; Donnelly, Mike; Drew, Donald;
Espinal, Carlos A.; Fraham, Monty; Franklin, Cathie; Garnett,
Julia; Hood, Alan; Jenkins, Robert; Kendall, Thomas; King,
Karen; King, Stephen; Muchleisen, Audrey; Nacol, Josh; Payne,
John S.; Radabaugh, Steve; Roberts, Mark; Rudloff, Susan;
Saville, Royce; Sewell, Jason; Stevens, Trey; Stott, Frank;
Wilson, Alan; Wirz, Chad; Wood, Ricky

Key Discussion Points:

- Agenda – Communication Issues; Review Previous CoIN; Hardware Technology Selection; Software Surveys
- Communication – Open Phone Lines; Email Questions; Microphones in Audience; Advance Presentation Posting
- Previous CoIN – <http://www.vita.virginia.gov>
- Hardware Technology – Hardware Technology Selection
- Hardware Technology – Business Requirements
- Hardware Technology – Life Cycle
- Hardware Technology - Architecture
- Hardware Technology – Suppliers
- Hardware Technology – Scoring Methodology
- Hardware Technology – Scoring Worksheet
- Software Survey – Sample Shown
- Questions/Comments?

Issues/Questions:

1. I have a question dealing with standardization. All of our parts are not on the Network, for our DVDs with remote would we be able to still get our parts?

Summary Answer – Yes. We can work this out when we order the parts.

2. What does TPM stand for?

Summary Answer – Trusted Platform Module, an industry standard specification for data encryption and security. Starting in the 4th Quarter of this year it will be available in all desktop models. TPM 1.2 for laptops has been available for the past year.

3. How will docking stations be accommodated?

Summary Answer – The goal of the transformation teams is to standardize the equipment by site to avoid the overhead of having to tie specific hardware configurations to users and manage different configurations within the site. At large sites, the ability to standardize on configurations may be limited and we will have variations. We can leverage data collected from the Tiger Team site visits to determine where docking stations are needed for these larger sites.

4. For our tablets some are better viewed than others. Will we have the availability to order those with the enhanced view?

Summary Answer – The suppliers that we are evaluating have tablet offerings with ambient light sensors so that they are easy to view both indoors and out.

5. Will there be only one vendor?

Summary Answer – There will be one supplier for standard and premium desktops and potentially a second supplier for standard and premium laptops. It is possible that the desktop and laptop suppliers will be the same, but we are looking for the strongest product offering in each category.

6. How long will the contract be for?

Summary Answer – The contract(s) will last throughout the Refresh cycle. We will maintain supplier independence and will reevaluate the strategic position of the products at the beginning of each refresh cycle; however, we will not change suppliers in the middle of a refresh cycle.

7. Does printing technology fall under desktop technology? What about monitors?

Summary Answer – Yes. We have covered that subject (printers) in previous CoINs. Monitors will be replaced every other desktop refresh. Monitors last 10 years; it would not make economic sense to replace them every cycle.

8. Will our system have wireless capability?

Summary Answer – Yes. It does not mean you will be able to use it, however, the laptop will be wireless capable. If your agency tells you not to use wireless technology then don't use it.

9. Currently we deal with Gateway and turnaround time on parts can be one day.

How will warranties be dealt with when machines malfunction in the field?

Summary Answer – On Monday (July 3) use the same process you are using today. Once your new refresh takes place there will be a new process. The new process will be centralized, however, the process is still being developed and refined. The timeframe for

repair or replacement may not change.

10. Will agencies be able to determine their own equipment needs?

Summary Answer – No, not for general refresh activity. If there is a business need we will come up with the right solution for what is needed. This would not necessarily be part of the refresh cycle. If there is a business need we will propose a solution.

11. With your RFP are you asking for flat screen monitors? If you don't that is not what you will get?

Summary Answer – Yes. We are asking for flat screen monitors.

12. We order laptops by size based on weight. Will this be addressed?

Summary Answer – Yes, this is taken into consideration and our standard laptop offering will be the mainstream 14 or 15" solution while the premium machine will be a 17" offering.

13. Are you showing something to the crowd (open phone line question)?

Summary Answer – Yes, I'm (Steve Radabaugh) trying to explain in detail the software configuration survey that is being shown to the audience.

14. At the time of the Refresh will the technician be a VITA or outside NG technician?

Summary Answer – Our goal is for the refresh leads to be made up of current VITA staff familiar with the agencies with additional supplemental labor provided for the labor intensive PC refresh activity. We recognize the importance of continuing operations and will make every effort to minimize the impact of refresh activity on meeting ongoing run the engine service commitments.

15. How many different loads would an agency have?

Summary Answer – Every agency will use the Commonwealth standard core image. The differences between agencies will be layered by electronic software distribution through Altiris. This will give us the flexibility to make changes to individual components in one place without having to make changes to an extensive image library. The changes will be automatically deployed via Altiris and image modifications will not be required.

16. I have a concern with bandwidth and its effect on the site?

Summary Answer – I'm also concerned about its effect on the site. We have several options available to deal with these bandwidth limitations. For large site deployments, layer 2 images can be created for the duration of the site deployment project to reduce the number of software installation packages being pushed over the network. We will also have a portable Altiris package server which will give us the ability to keep the traffic local for software distribution and user state migration activities.

17. The Tiger Teams will probably need to visit all sites. Is that planned?

Summary Answer – Yes. It is the Tiger Team's goal to visit all sites.

18. When do you see the scheduling availability to all agencies?

Summary Answer – I will answer your question, however, this is a technical forum and scheduling is handled by another group. The scheduling plans have not been completed at this time; however, our plans should be finished hopefully by tomorrow. We are providing a kind of rolling schedule at this time. Some of our plans are not ready to go to the agencies yet.

19. During Refresh is there going to be an automated system used?

Summary Answer – Yes, our plan is to have a light touch process throughout the refresh. Altiris will be used for electronic asset discovery, image deployment, personality transfer, and electronic software distribution to reduce the amount of touch time at each machine and ensure that consistent quality standards are applied.

Action List:

- Please email Vernard Brown if you have any questions or comments.
- Future topics – Tiger Team Review. Email suggestions to: Vernard at:
Vernard.Brown@vita.virginia.gov
- Next meeting: July 27 (Wednesday) 9:30 am – 11:30 am